



TASC Tour of Historic Houses and Heritage of Suffolk

Tuesday 6 October 2025

BOOKING INFORMATION PACK

This pack contains **The Arts Society Cheltenham (TASC) Terms and Conditions** applicable to this Tour, which you are recommended to read before completing the Tailored Travel Booking Form.

It also contains the Tailored Travel official brochure for the above Tour to Suffolk, containing an Itinerary, Booking form, and their own Terms and Conditions. These Terms & Conditions are additional to the TASC Terms & Conditions.

You are recommended to read both Terms and Conditions before completing the Tailored Travel Booking Form.

Your completed Tailored Travel Booking Form (with your cheque if applicable – but NOT cash) should be sent to:

Ash Fawcett, TASC Visits, 23 Century Court, Montpellier Grove, Cheltenham, GL50 2XR

Or your Booking Form, and cheque if applicable, can be handed in at:

- **Café Arts on Tuesday 24 March** or
- **Monthly Lectures on Tuesday 14 April or Tuesday 12 May 2026**

Final payments will be direct to Tailored Travel, who will provide you with details on how to make your final payment in their Booking Confirmation, sent to you after they receive your Booking Form.

You can **print the Booking Form alone** by selecting your printer to Custom Print **Page 7**

HOTEL & GOLF INFORMATION

Our stay during this 4 day / 3 night visit to Suffolk is at the Stoke-by-Nayland Resort Hotel.

The Resort has a Wellness Centre that residents can use, subject to opening times, with an 18-metre indoor heated pool, steam room, sanarium (a gentle, low-temperature sauna operating between 45–60°C and 40–70% humidity), Jacuzzi, and concept shower.

It has two 18-hole championship golf courses, which you can book a maximum of 4-days in advance of play, and a driving range that is open during daylight hours and has no pre-booking requirement. You do not even need to bring clubs, these are available to hire from the Pro shop.

Hotel residents have access to these golf facilities, and can book via the Pro shop or on-line.

Hotel residents receive a discount off most green fees (*please speak to the Hotel reception for more details, if not found on the web page*).

For hotel information, visit: <https://www.stokebynayland.com/>

For Spa information, visit: <https://www.stokebynayland.com/spa/spa-facilities/>

For Green fees and booking, visit: <https://www.stokebynayland.com/golf/green-fees/>

For information on golf facilities, visit: <https://www.stokebynayland.com/golf/golf-facilities/>



The Arts Society Cheltenham (TASC) – Terms & Conditions for Tours

You should read these Terms & Conditions before making payment for Tour tickets.

THESE TERMS AND CONDITIONS ARE ADDITIONAL TO THE TOUR OPERATING COMPANY'S TERMS AND CONDITIONS.

ON TOURS ARRANGED BY THIRD PARTIES YOUR LEGAL CONTRACT IS WITH THE TOUR OPERATOR NOT 'THE ARTS SOCIETY CHELTENHAM (TASC)'.

1. Definitions:

The Arts Society is a national body. **The Arts Society Cheltenham (TASC)** is a separate affiliated local society with its own membership.

A **Member** is a person with current membership of **TASC**. A **Guest** is any person who is not a current Member of **TASC**, whether or not they belong to any other Arts Society local affiliated society.

A **Tour** is a travel plan organised by a Third Party Tour Operating Company involving a supplier's own Terms and Conditions of Contract.

2. The Booking process:

2.1. The Tour Operating Company will provide a Booking Form, which must be completed and returned to the TASC Visits Team.

The TASC Visits Team will collate all Booking Forms and send these to the Operating Company.

2.2. When the Booking Forms are received by the Operating Company, they will process credit card payments and advise each participant on Final Payment amounts due.

2.3. All participants on TASC Tours are required to provide a point-of-contact in case of emergency. Point-of-contact information will not be held beyond the Tour duration.

3. Waiting List:

3.1. If a member applies to join a Tour that has reached the limit of available places, the member's name will (by mutual agreement) be placed on a Waiting List and be advised of any subsequent vacancies.

4. Insurance

4.1. It is standard policy for Tour Operating Companies to require mandatory Holiday Insurance. This may be arranged by the participant, with proof of policy cover provided to the Tour Operating Company, or arranged through the Tour Operating Company for an additional premium.

5. Cancellation:

- 5.1. Cancellation of a booking or the tour will be subject to the Tour Operator's Terms and Conditions.

6. Right of refusal:

- 6.1. The Tour Operating Company may require full disclosure in writing as part of any booking if a participant has a medical condition or disability that may limit the participant's access to or use of facilities provided as part of the Tour, including access to, egress from or movement within vehicles or buildings throughout the tour.
- 6.2. If such limitations exist, a participant must provide in writing to the Tour Operating Company, and to the TASC Visits Team, confirmation that the participant has secured all necessary assistance before embarking on the Tour.
- 6.3. Where any such assistance or dependency involves another Tour participant, that participant must be a paying Member or a Guest.
- 6.4. TASC Visits Team reserves the right to refuse participation (or continuation) of a person who is reasonably considered unable to participate or continue to participate due to physical and/or medical circumstances that cannot reasonably be overcome without impacting other Tour participants.

7. Coach travel (*where applicable*):

- 7.1. Pick-up and drop-off points, including departure times, will be coordinated by the TASC Visits Team.
- 7.2. It is not possible to delay departures, therefore participants must arrive in good time for all departures. This includes departures from any comfort or intermittent stops.
- 7.3. Missed departures are the responsibility of participants. No refund or compensation will be made by TASC for any losses due to Members' or Guests' failure to be present for departure.
- 7.4. Participants on visits may not request any deviation to the travel route; coach drivers may however make reasonable changes to a route for operational or safety reasons.

8. Medication on Visits (*advisory only*):

- 8.1. Participants taking medication are NOT required to provide a list of their medication, however, it is recommended that such participants have this information available with them during a Visit, in case medical professional assistance is required.
- 8.2. Members may also wish to consider having available their NHS Number information, which consists of three blocks of numbers in a '000 000 0000' sequence. This assists medical professionals in emergencies.

Please note:

If a member has any query prior to a visit, please email: visits@theartssocietycheltenham.org.uk

If a member has any query during a visit, please telephone: **07472 396294**

The Arts Society Cheltenham presents

The Historic Houses & Heritage of Suffolk

4 days from £729 Departing 6th October 2026



FEATURES

- 4* hotel
- Half board accommodation
- All excursion travel & guided tours included
- Entrance fees to non-National Trust properties included
- Blue Badge guide on Days 2 & 3
- Executive coach throughout

WHAT WE WILL SEE

- Audley End House & Gardens
- Christchurch Mansion – guided tour
- Constable Country – East Bergholt & Dedham
- Gainsborough's House – guided tour
- Melford Hall
- Beth Chatto's Gardens

ACCOMMODATION

We stay three nights at the 4* Stoke by Nayland Hotel (www.stokebynayland.com) on the outskirts of Leavenheath. Located in a countryside setting and 10 miles from the centre of Colchester, facilities at the hotel include a restaurant, bar, indoor swimming pool, gymnasium, sauna, steam room and a Jacuzzi. All rooms are en suite and feature television, telephone, hairdryer, and tea & coffee making facilities. A set 3 course dinner will be served on the first evening, and a choice 3 course dinner will be served on the remaining two nights.

EXTRAS TO YOUR TOUR

- Insurance (including Covid cover) £38
- Single room supplement £89
- Entrance fees to National Trust properties (free to NT members)
- Gratuities
- Lunches

Price based on twin share. Minimum numbers required. Normal booking conditions apply.



Melford Hall

For more information on this tour contact your Group Organiser

Ash Fawcett

Tel: 07472 396294

Email: visits@theartsocietycheltenham.org.uk

**23 Century Court, Montpellier Grove,
Cheltenham GL50 2XR**



Tailored Travel's ATOL
number is 5605



Audley End House & Gardens

View and share this tour online - click on View Your Tour at www.tailored-travel.co.uk and quote clmd261

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WHAT WE WILL SEE

Audley End House & Gardens

Christchurch Mansion

Constable Country –
East Bergholt &
Dedham

Gainsborough's House

Melford Hall

Beth Chatto's Gardens



Christchurch Mansion



Bridge Cottage



Lavenham



Gainsborough's House

Day 1

We meet our private executive coach at our designated pick up points. En route to our hotel we visit the English Heritage's Audley End House and Gardens near Saffron Walden, to discover the sumptuous splendour enjoyed by royalty and the aristocracy in one of England's grandest stately homes. We continue to the 4* Stoke by Nayland Hotel on the outskirts of Leavenheath for a three night stay on a half board basis.

Day 2

Our Blue Badge guide meets us at our hotel this morning and accompanies us throughout the day. We firstly visit Christchurch Mansion for a guided tour, a fine Tudor building set in an ancient and beautiful park close to the centre of Ipswich. With historic room settings, outstanding paintings and furniture, and the modern Wolsey Art Gallery with changing contemporary exhibitions, it is one of the most important visitor attractions in East Anglia. We continue to Constable Country, located on the Suffolk and Essex border and renowned as the birthplace of artist John Constable. Our guided tour of East Bergholt takes in sights such as John Constable's Studio and St Mary's Church, built in the 15th and 16th centuries and renowned for the absence of a tower or spire to house the bells. We continue to Dedham where our guided tour takes in sights such as Constable's School and Dedham Parish Church, dedicated to St Mary the Virgin in 1492 when the present building was begun. We finally see the exterior of the National Trust's Bridge Cottage at Flatford.

Day 3

This morning we visit Gainsborough's House at Sudbury, where we enjoy a guided tour on arrival. The house dates back to the 16th century and was the birthplace of the famous painter, Thomas Gainsborough. The outstanding art collection is shown together with 18th century furniture and displays more of Gainsborough's work than any other gallery. We then spend some time at leisure for lunch in Lavenham, one of England's finest medieval villages with a superb 15th century church and the Guildhall, an early 16th century timbered framed building dominating the Market Place. In the medieval period it was among the twenty wealthiest settlements in England. With our Blue Badge guide this afternoon we continue to the National Trust's Melford Hall, one of East Anglia's most celebrated Elizabethan houses, and where little has changed externally since 1578. The garden contains some spectacular specimen trees and a charming banqueting house.

Day 4

After checking out of our hotel and before returning home we visit Beth Chatto's Gardens near Colchester. Began in 1960 from an overgrown wasteland with poor gravel soil and boggy hollows, it has been transformed into an informal garden harmonising with the surrounding countryside. Taking carefully selected comfort stops en route, we return back to our original pick up points.

NB:- Please note we reserve the right to alter the above itinerary if required for operational reasons. Given the historic nature of the places visited, a certain degree of walking will be involved, and this holiday may not be suitable for those with mobility problems.

Booking Form

The Arts Society Cheltenham presents
The Historic Houses & Heritage of Suffolk
Departs 6th October 2026

tailored
travel
Inspiring Group Tours

PLEASE PRINT IN BLOCK CAPITALS THROUGHOUT THE BOOKING FORM

Title	First Name	Surname	Date of Birth	Twin/Double/ Single Room	I Wish to Share	Require Insurance?	Are you a National Trust member?
			DD/MM/YY		YES/NO	YES/NO	YES/NO
			DD/MM/YY		YES/NO	YES/NO	YES/NO
			DD/MM/YY		YES/NO	YES/NO	YES/NO

Address of First Named Passenger Above

Address	Postcode
Mobile Telephone	
Telephone	
Email	

Special Requests & Dietary Requirements

Next of Kin Details

Name
Relationship (eg son or daughter)
Telephone Number

Alternative Insurance Details

Insurance Company
Policy Number
Telephone Number

Payment Details

I enclose Non Refundable Deposit @ £100.00 per person = (Payable immediately)	£
I enclose Full amount @ £729.00 per person = (payable by 11th August 2026)	£
I enclose Single room supplement @ £89.00 per person = (payable by 11th August 2026)	£
I enclose Insurance (including 20% Insurance Premium Tax) @ £38.00 per person = (Payable immediately)	£
I enclose All deposit cheques to be made payable to Tailored Travel & returned with completed booking form to Ash Fawcett, 23 Century Court, Montpelier Grove, Cheltenham GL50 2XR	£

Client Declaration

I warrant that I am authorised to make this booking and that I have read, understand and accept for myself and all others named above, the Booking Conditions, and other information set out in any brochure/leaflet relevant to my holiday. I am 18 years old or over (if under 18 years of age, this Booking Form may be signed by your Parent/Guardian)



FINANCIAL SECURITY
All flight holidays are protected under ATOL 5605 issued by the Civil Aviation Authority. Come what may your holiday and your money are perfectly safe when you book with Tailored Travel

Signed:..... Date:...../...../.....

For Credit or Debit Card Payments

Credit cards or Debit cards can be used for the deposit but only debit cards can be used for the final balance payment

I wish to pay my deposit by Credit Card ☐ Debit Card ☐



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Expiry Date

Security No

Last 3 digits on Back Strip

Name of Card Holder

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I authorise you to deduct the deposit for this holiday now and any outstanding balance eight weeks before departure

Signature of Card Holder

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Tailored Travel Ltd

12 Jamaica Road, info@tailored-travel.co.uk
London SE1 2RN www.tailored-travel.co.uk
t: 020 7064 4970

BOOKING CONDITIONS

It is important that you read the following conditions together with additional general information contained within the brochure for your holiday. In these Booking Conditions, “we”, “us” and “our” are Tailored Travel Limited.



---1. HOLIDAY PAYMENT

When you book you must pay the appropriate deposit per person together with any applicable insurance premiums. The balance of the price of the holiday is due for payment 8 weeks (unless otherwise stated) before the departure date. If the balance is not paid in time we reserve the right to treat your booking as cancelled by you and apply the cancellation charges set out in clause 3 below. For bookings made within 8 weeks of departure the full amount is due at the time of booking. If you book a holiday which does not include flights through one of our authorised travel agents all monies you pay to him for that holiday will be held on your behalf until a contract between us comes into existence. After that point all such monies will be held on our behalf. If you book an air holiday with us through one of our authorised travel agents, any monies you pay to your travel agent for that holiday will be held on our behalf until they are paid to us or refunded to you.

2. CONFIRMATION OF BOOKING

These booking conditions form the basis of your contract with us. Your contract comes into existence when we despatch our confirmation invoice and will be governed by English law and subject to the exclusive jurisdiction of the Courts of England and Wales. We expect to confirm your booking within 10 days of receiving your booking form and deposit or full payment as applicable. You must check your confirmation invoice, tickets and all other documents you receive from us carefully as soon as you receive them. Please contact us immediately if any information on any document appears to be incorrect as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracy in any document within 5 days of our sending it out.

3. HOLIDAY CANCELLATION BY YOU

If you have to cancel your holiday you must do so in writing. The cancellation charges you incur depend on when we receive this written notification and are as follows:

Receipt of notice	Cancellation Fee (Per Person)
More than 56 days before departure	Loss of deposit
Between 29 and 56 days before departure	50% or full deposit if greater
Between 8 and 28 days before departure	75% or full deposit if greater
7 days before departure or less	100%

In the event of a cancellation of a booking secured by a low deposit, we reserve the right to levy the full deposit amount.

Percentages refer to the total holiday price excluding any amendment charges and insurance premiums which are non-refundable.

If a room or cabin is booked for multiple occupancy, but, due to cancellation by one or more of the occupants before departure, it becomes occupied by a single passenger then a charge equivalent to any sole occupancy fee charged by our suppliers will be added to the above cancellation charges.

4. HOLIDAY ALTERATION BY YOU

Should you wish to make any changes to your holiday, please advise us as soon as possible in writing. We will endeavour to meet requests if we can. A change of holiday where you wish to travel earlier or later than originally booked, will be treated as a cancellation of the original booking and charges will be levied according to clause 3. NB Insurance premiums are not transferable from one person to another.

5. ALTERATIONS AND CANCELLATIONS BY US

Occasionally, we have to make changes to and correct errors in the brochure or booklets supplied and other details both before and after bookings have been confirmed and cancel confirmed bookings. Whilst we always endeavour to avoid changes and cancellations, we must reserve the right to do so. Most changes are minor. Minor changes do not entitle you to cancel or change to another holiday without paying our normal charges. A change in the airline, aircraft type and airport of departure or destination previously provided at any time will be treated as a minor change. Occasionally, we have to make a significant change to your holiday. When we refer to a 'significant change' in these Booking Conditions, we mean a change of outward departure time of more than 12 hours, a change of departure point to one which is significantly more inconvenient for you, a change of country of destination, a change of accommodation to that of a lower category for the whole or the majority of your holiday. If we have to make a significant change or cancel, we will tell you as soon as possible. Subject to clauses 6 and 12 below, if there is time to do so before departure you will then be given the choice of accepting the changed arrangements or taking a suitable alternative holiday with us if available or receiving a refund of monies paid to us. Should the alternative holiday be more expensive than the original one, there will be no further cost to yourself. Should the alternative holiday be less expensive than the original one, we will refund the difference.

Please note, our liability for significant changes and cancellations is limited to offering you the above mentioned choices. Where our liability is limited, we regret we cannot pay any expenses, costs or losses you may incur as a result of any change or cancellation. No compensation is payable for minor changes or where we cancel or make a significant change before the date the balance of your holiday cost falls due.

6. FORCE MAJEURE

We cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by any event or circumstances beyond our control. Such events may include (but are not limited to) war or threat of war, riot, civil strife, terrorist activity, adverse weather conditions, natural or nuclear disaster, industrial dispute, government action, fire, pandemic/epidemic and similar events or circumstances outside our control. Where any such events lead to the cancellation of your holiday, we will refund monies paid to us less any insurance premium and a contribution to any uncovered costs up to a maximum of £75 per person).

7. PRICING POLICY

For flight tours and for tours to countries other than the UK, the price of your tour is calculated using the currency exchange rate at the time the tour was initially costed and a reasonable estimate of the projected transport costs at the date of departure. In limited circumstances the price of your confirmed holiday is subject to a surcharge as set out below. Surcharges can arise if there is an increase in tax, levy or other sum imposed by any government or regulatory authority/body (eg CAA, ATOL etc) or if our costs increase as a result of currency exchange rate fluctuation or if transport costs are in excess of our estimate. In the unlikely event that your holiday is surcharged you will be notified in writing not less than 30 days before departure. In any event we will absorb increases up to a total amount equivalent to 2% of the total holiday price which excludes insurance premiums and any amendment/cancellation charges. Only amounts in excess of this 2% will be surcharged. If this means paying more than 8% of the holiday price, excluding insurance premiums and any amendment charges, you will be entitled to cancel your holiday with a full refund of all money paid to us except for any premium paid to us for insurance and any amendment/cancellation charges already incurred. You will have 14 days to exercise your right to cancel from the issue date of the surcharge invoice. Should any surcharges be applied and shown on a final invoice any further increases would be borne by us. If there is a decrease in such costs of more than 2% of the holiday price, excluding insurance premiums and any amendment charges, then on your request in writing received by us not less than 30 days before departure you will be entitled to a price reduction corresponding to such decrease. We reserve the right to correct errors in both advertised and confirmed prices at any time. We will do so as soon as we become aware of the error.

8. PERSONAL LUGGAGE

Whilst every effort will be made by our contractors to ensure your luggage is kept safe throughout the duration of your holiday, customers are respectfully reminded that the ultimate responsibility for all personal luggage remains that of the individual customer.

9. LOSS OF PERSONAL PROPERTY

If your baggage is lost whilst flying, a Property Irregularity Report should be completed at the airport prior to exiting the airport's baggage area. For those who have taken out the holiday insurance we offer, the holiday insurance company insists that you report any loss or theft to the local police within 24 hours. Keep a note of where you reported the loss or theft and obtain a written report from the local police, this will assist when your insurance company asks for evidence of loss or theft. On your return home contact the holiday insurance company for a claims form (See also clause 18). If you have not taken out the insurance we offer, please check your policy.

10. SPECIAL REQUESTS

Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot promise that any request will be complied with unless we have specifically confirmed this in writing. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation or any other document is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability.

11. OUR BROCHURE DESCRIPTIONS

All descriptions of holidays are advertised by us in good faith and we take care over accuracy. As our brochures are produced many months in advance of your departure, there may be times when an advertised facility, excursion or entertainment is not available during your particular holiday. Travel arrangements are planned very carefully to give you the maximum value while operating under normal circumstances. It may be necessary, sometimes at short notice, to make changes to an itinerary. Such reasons as weather, traffic and road conditions can create changes to an itinerary. Regrettably coaches, trains, ships and aircraft do occasionally break down or certain facilities on board a coach, train, ship or aircraft may become faulty. Every effort will be made to repair breakdowns or faults as quickly as possible. In some instances it may be necessary to replace the vehicle or aircraft which cannot be repaired. We cannot accept any responsibility for delays caused by any form of breakdown. During your stay in a hotel you may have problems with certain aspects of maintenance, generally caused by wear and tear to such items as a shower unit, lock etc. Please be understanding of such matters and report them to the hotel reception in a firm but polite manner. Hot water supplies can be occasionally limited in hotels and we cannot exercise any control over this. You may find that bed linen is not as large as you have at home, and towels which may not always be supplied, can be rather small. Regrettably, the general standards of safety, hygiene, fire precautions etc. vary from country to country and can in some instances be lower than you are used to in the UK. The monitoring and enforcement of such matters is governed by the authorities of the country and overseas supplier of the services concerned. Please note, the services which make up your holiday comply with the standards and requirements of the country in which those services are provided and not those of the UK.

12. ARTISTS, CONCERTS, ENTERTAINMENTS AND RIDES

We cannot accept responsibility for the non-appearance of any artist or the cancellation / withdrawal / closure of any concert / event / entertainment / ride (e.g. at Oberammergau Passion Play) for whatever reason. Should any such situation arise the holiday arrangements will still proceed. We will not always be in a position to advise you in advance of any such cancellation etc. Such situations will not constitute a significant change to your holiday arrangements entitling you to cancel or change to another holiday without paying our normal charges and no compensation will be payable.

13. SUPPLIES

Whenever you use the services provided by an independent supplier you will be subject to the conditions of that supplier. These conditions form part of the agreement between us and may limit or exclude the liability of the supplier and to us, often in accordance with international conventions. Copies of these conditions and the International Conventions are available from our office on request and can be inspected at the office of the suppliers concerned. We regret we cannot exercise any control over industrial disputes, port disputes or any similar action outside our control.

14. TRAVEL DELAY

Due to circumstances completely beyond our control, a delay may arise to your sea crossing/tunnel crossing/rail/air departure. In the event of any delay to your rail/air departure, responsibility for any meals etc. rests with the ferry company, airline or rail operator. In the event of extended overnight delays, depending on circumstances, we will endeavour to provide hotel accommodation.

15. HEALTH REGULATIONS

We advise you to check with your Doctor or the Department of Health in good time before travelling whether vaccinations are required for any of our holidays. Information on your health abroad is available from your local main Post Office.

16. HOLIDAY INSURANCE

1. It is compulsory that you have comprehensive holiday insurance before travel. Should you decide on an alternative policy to the travel insurance policy offered in the brochure, you must give us the name, address, policy number and details of the emergency medical and repatriation telephone number relating to the alternative arrangements either at the time of booking or within 14 days of you taking out your alternative travel insurance policy. If you do not take out any holiday insurance or do not provide the required details in time, we reserve the right to refuse your booking and treat your booking as cancelled by you and apply the cancellation charges as set out in clause 3. Your holiday insurance must have no less cover than that available in the travel insurance policy offered by us in the brochure. It is your responsibility to ensure that the insurance cover you purchase is adequate for your particular needs.

2. The travel insurance policy offered in the brochure will suit the Demands and Needs of an individual, or group (where applicable) who have no excluded pre-existing medical conditions and who wish to insure themselves against the financial impact of specified unforeseen circumstances/events relating to or occurring during the trip. Full details of these circumstances/events, levels of cover and terms and conditions can be found in the policy booklet.

IMPORTANT – you may already possess alternative insurance(s) for some or all of the features and benefits provided by this product; it is your responsibility to investigate this. We will not provide you with advice about the suitability of this product for your individual needs; we will however be happy to provide you with factual information to aid you in making your own informed buying decision. Tailored Travel Limited is an Appointed Representative of Wrightsure Services (Hampshire) Limited who are authorised and regulated by the Financial Conduct Authority (their registration number is 311394) and which is permitted to advise on and arrange general insurance contracts. You can check these details online using the Financial Services Register (accessible from www.fca.org.uk) or by contacting the FCA Consumer Helpline on 0800 111 6768.

17. COMPLAINTS PROCEDURE

Should you have a complaint about any aspect of your holiday, you must notify the tour manager, coach driver or a representative of the company, together with the supplier of the services in question immediately so that the problem can be quickly resolved on the spot. If the matter cannot be put right on the spot, on your return from holiday, you must write to us within 28 days with full details. For all complaints and claims which do not involve personal injury, illness or death, we regret we cannot accept any liability if you fail to notify the complaint or claim entirely in accordance with this clause.

18. OUR LIABILITY (EVENTS CONNECTED WITH YOUR HOLIDAY PACKAGE)

1. We accept responsibility for ensuring that your holiday is supplied to you as described in the brochure and to a reasonable standard. We also accept responsibility for what our employees, agents, suppliers and subcontractors do or do not do (providing they were at the time carrying out work authorised by us) except where death, personal injury or illness results (dealt with separately below). This acceptance of responsibility is, however, subject to clauses 6 & 12 and the other terms of these Booking Conditions.

2. Subject to these Booking Conditions, we accept responsibility should you or any member of your party suffer death, personal injury or illness as a result of any failure to perform or improper performance of any part of our contract with you by any of our employees, agents, suppliers or subcontractors (providing they were at the time carrying out work authorised by us) except in the following situations. We will not be liable where any failure to perform or improper performance of the whole or any part of our contract was due to:

- (a) the act(s) and/or omission(s) of the person(s) affected or
- (b) those of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable or
- (c) an event which either ourselves or the supplier of the service(s) in question could not have foreseen or avoided even with all due care.

3. We limit the maximum amount we may have to pay you for any and all claims or parts of claims which do not involve personal injury, illness or death. Except where loss and/or damage to or of luggage or personal possessions is concerned or a lower limitation of liability applies to the claim, the maximum amount we will have to pay you for such non-personal injury claims if we are found liable to you on any basis is twice the price (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total.

4. Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is £60 per person affected as you are assumed to have taken out travel insurance which is adequate or your requirements.

5. It is a condition of the acceptance of liability set out in clauses 18(1) and 18(2) of these Booking Conditions that you notify us of any claim you or any member(s) of your party has in accordance with the procedure set out in clause 17, "COMPLAINTS PROCEDURE". Any person to whom any payment is made must also assign to ourselves or our insurers any rights they may have to pursue any third party in connection with the claim. You must also provide ourselves and our insurers with all assistance we may reasonably require.

6. Except where otherwise expressly stated in these booking conditions, where any claim or part of a claim concerns or is based on any travel arrangements (including the process of getting on or off the transport concerned) provided by any carrier or any stay in a hotel, the maximum we will have to pay you in respect of that claim or part of a claim if we are found liable to you on any basis is the maximum which would be payable by the carrier or hotel keeper concerned under the applicable international conventions (e.g. Warsaw convention as amended for international travel by air and/or for carriers with an operating licence granted by an E.U. country, the E.U. Regulation on air carrier liability for any travel by air) in that situation.

7. Please note, we cannot accept any liability for any damage, loss, expense or other sum(s) of any description which (a) on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you or (b) did not result from any breach of contract or any other fault by ourselves or our employees or, where we are responsible for them, our suppliers. Additionally, we cannot accept liability for any business losses.

19. PASSENGERS WITH A DISABILITY

Please note, our holidays may not be suitable for people with certain disabilities or medical conditions. If you have a disability, coaches can be difficult to get on and off and some of our hotels do not offer ground/lower floor accommodation or lifts/easy access. Should any member of your party suffer from any disability or medical condition which may affect their or other people's holidays you must provide full written details at the time you book the holiday including any specific requirements that person has. Additionally at the time you book the holiday you must provide written confirmation that all assistance the person concerned requires will be provided by other party members as outside assistance will not be available. In view of the nature of our holidays, we regret we must reserve the right to decline any booking whenever we feel unable to accommodate the needs of any particular client or where, in our opinion, the medical condition or disability of the client concerned is likely to have a significant adverse effect on other clients taking the same holiday. We further reserve the right to cancel any holiday and impose cancellation charges if we are not fully advised of any relevant disability or medical condition at the time the booking is made. This does not affect your statutory rights.

20. INDEMNITY

If your actions or those of any member of your party cause damage to the accommodation in which you are staying or to the vehicle, train, ship or aircraft in which you are travelling, or cause delay or diversion to any means of transportation, you agree to fully indemnify us against any claim (including legal costs of all concerned) made against us by or on behalf of the owners of such accommodation or the operator of such means of transportation or by any third party.

21. INFORMATION REFERRING TO OUR TOURS

We always endeavour to give precise, accurate information to telephone enquirers. However, we cannot accept liability for information given orally to customers unless it is confirmed by us in writing.

22. PASSPORTS, VISAS, ETC.

It is your responsibility to ensure that you and those for whom you are booking are in possession of valid passports and any appropriate visas and are able to comply with any entry requirements of countries being travelled through. Be sure to check passport, visa and entry requirements with the consulates of countries being travelled through well in advance. You are responsible for any charges, fines etc. that may be levied by authorities in the UK or overseas for non compliance with regulations in the area and any amounts will be recharged to you. You will not be permitted to travel overseas without an appropriate passport and all applicable visas. If you are planning to travel to an EU country (except Ireland) or Switzerland, Norway, Iceland, Liechtenstein, Andorra, Monaco, San Marino or Vatican City, UK passports should be issued less than 10 years before the date you enter the country (check the 'date of issue' and valid for at least 3 months after the day you plan to leave (check the 'expiry date').

23. PERSONAL DETAILS

We may have to pass on certain details to a company or organisation (for example, the airline, hotel or credit card company) in order that your holiday or other service or product can be provided. We may be required to provide information by law as permitted by relevant data protection legislation or by a legal authority. When you make a booking or enter into a transaction this means you consent to our passing on such details in all such circumstances. We will also use the information you provide to send you details about our products and services now and in the future. We may also pass your details to third parties working on our behalf. If you do not want us to do this you must write to the Data Controller, at our head office address. We will not sell or pass your details to any individual or company which is not a subsidiary or parent of ours without your prior consent except in the circumstances shown above. You are entitled to see a copy of all the data we hold relating to you personally.

24. CONSISTENCY

In the event of any inconsistency between these Terms and Conditions and the additional general information in the brochure, these Terms and Conditions will apply in respect of the inconsistency.

25. YOUR FINANCIAL PROTECTION

- The air holidays and flights in the brochure are ATOL protected, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 5605. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid for an advance booking. For further information, visit the ATOL website at www.atol.org.uk.
- When you buy an ATOL protected flight inclusive holiday from us you will receive an ATOL Certificate. This lets what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. We will provide you with the services listed on the ATOL Certificate. In some cases, where we are unable to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to say any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you do agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).
- If we are unable to provide the services listed in your ATOL Certificate (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.
- Your non ATOL financial protection is covered by a separate trust account administered by independent chartered accountants.